

We value the importance of providing a good service to residents in all that we do. So that you can see how we are doing, here is the key performance information from the year 2013-14.



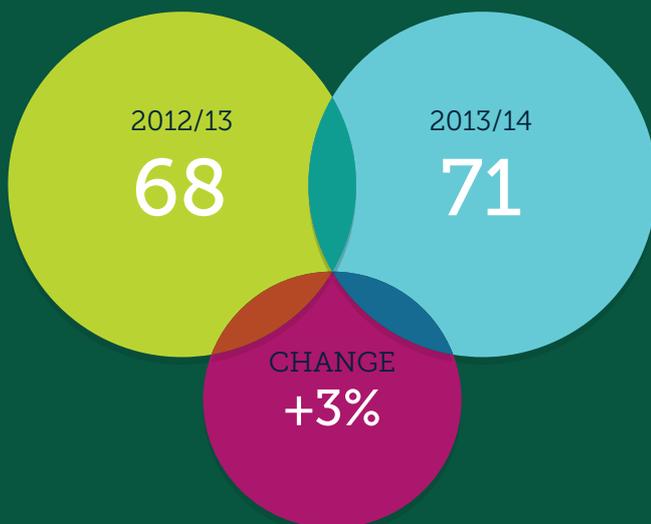
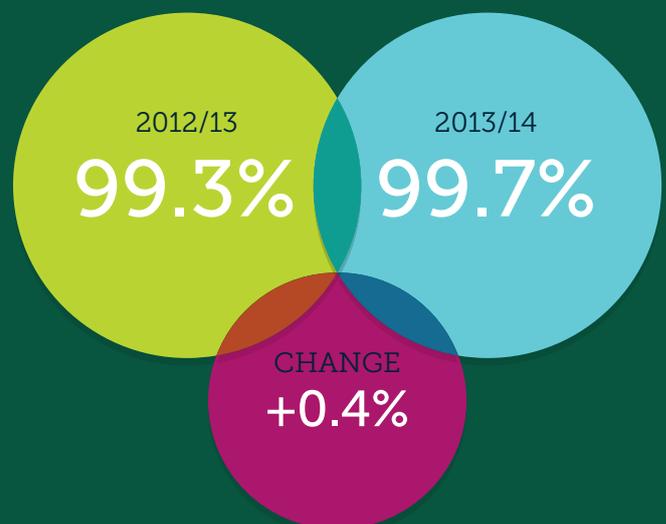
ASSET MANAGEMENT

DECENT HOMES STANDARD

The Decent Homes Standard provides a minimum standard for housing stock conditions and Raglan has **99.7% of all homes meeting this standard**. As well as statutory minimum guidelines, the standard has criteria such as the property being in a reasonable state of repair, reasonably modern facilities and services and also a reasonable degree of thermal comfort.



Housemark upper quartile **100%**



SAP

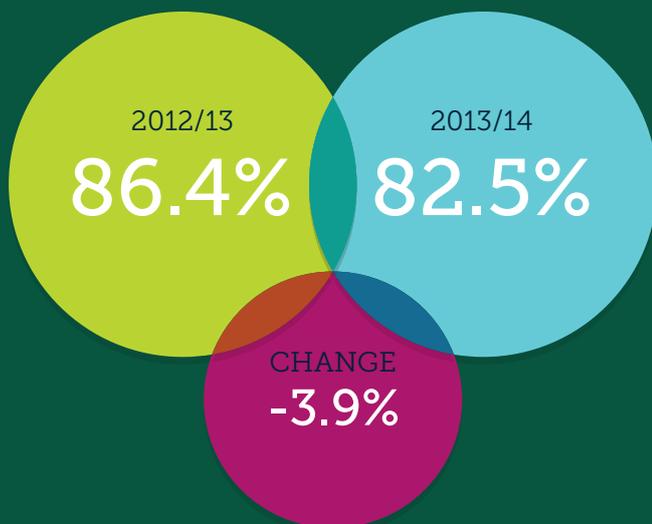
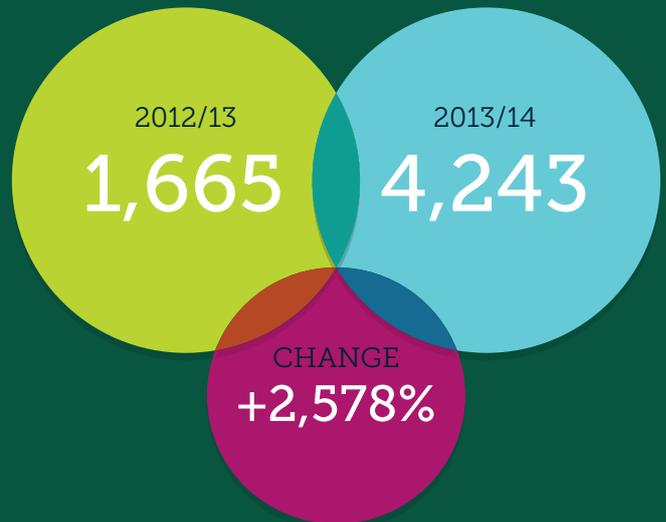
SAP is an energy efficiency rating given to properties. The higher the number, the more efficient the property and **the average increase to 71** is a benchmark standard when compared with other Housing Associations. A higher SAP rating can help residents save money on heating their home.



Housemark upper quartile **71**

AMOUNT OF RESPONSIVE REPAIR SATISFACTION SURVEYS CONDUCTED

This year we have been able to get even more of your views on our repairs service. If you live in the South East and have used our repair service recently, you may have been contacted by our new survey partner Voluntas to give us your view on the service you received. Over the coming year, Voluntas will be surveying our repairs customers nationwide, to ensure we get a full range of opinions.

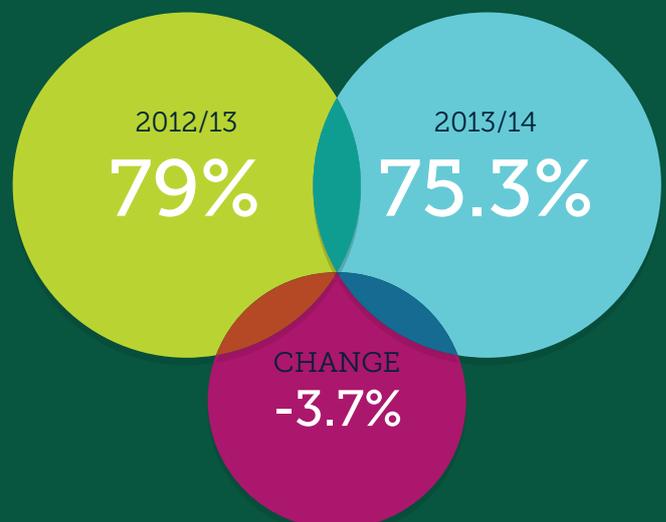


RESPONSIVE REPAIRS SURVEY - OVERALL SATISFACTION

When surveying residents that have received a repair, we ask how satisfied they were with the repairs service on this particular occasion - this allows us to evaluate the process from first raising the repair to completion and those **82.5% of residents** surveyed were either 'satisfied' or 'very satisfied' with the service. This is the main indicator for our repairs service and we continue to work with contractors to identify service failures, after a slip in performance.

% FIRST TIME FIX

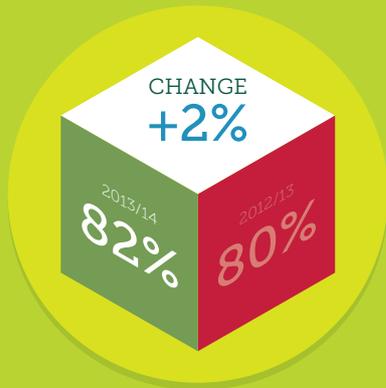
This year **Raglan fixed 75.3%** of all responsive repairs the first time a contractor arrived at the property. This question we ask on our residents' repair survey and is therefore judged by residents but **down from the 79%** achieved last year.



Housemark upper quartile **95.8%**

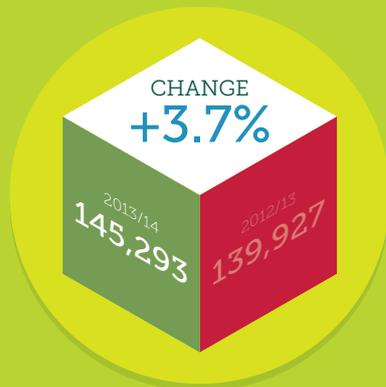


CONTACT



% OF ENQUIRIES SOLVED AT FIRST CONTACT

Our Housing Services Centre looks to solve as many of your queries as soon as you call us. Sometimes this is not always possible but to see **82% of your queries resolved** at first contact is a positive move from the 80% solved last year.



AMOUNT OF PHONE CALLS ANSWERED BY HOUSING SERVICES CENTRE

Our Housing Services Centre saw a **3.7% increase** in the calls made to them last year. This resulted in the HSC dealing with an **extra 22 calls per every working day** in 2013/14.



OVERALL SATISFACTION



% OF RESIDENTS SATISFIED (would you recommend Raglan?)

When surveyed **82.7%** of our residents said they would be **likely to recommend Raglan** to their friends and family which is pleasing to see **increase from 80.1% last year**.



Housemark upper quartile **89.8%**



% OF RESIDENTS WHO CONSIDER THEIR RENT IS VFM

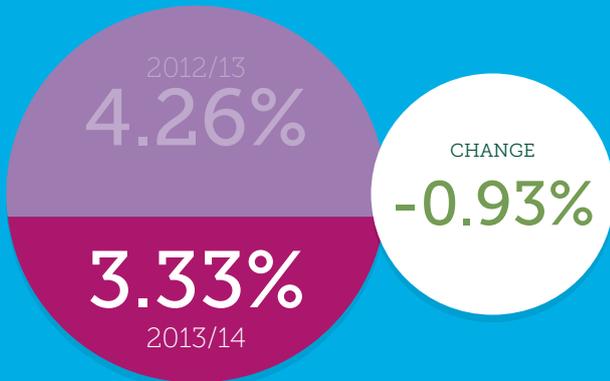
Ensuring our residents feel they are getting value for money for their rent has been a key driver for the delivery of Raglan services and we are pleased that when surveyed, **93.5% of our residents** were either fairly satisfied or satisfied that their rent represented value for money.



Housemark upper quartile **81.85%**

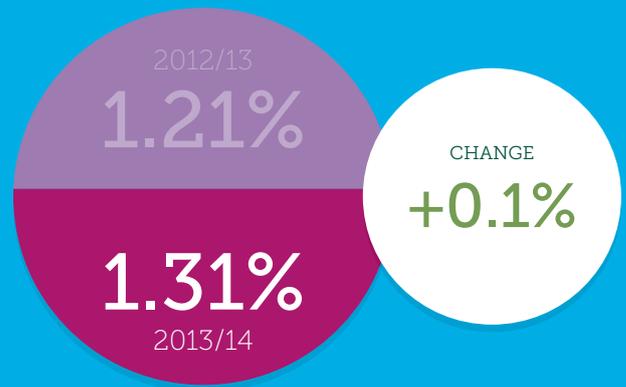


HOUSING MANAGEMENT



GROSS ARREARS AS A % OF RENT ROLL

At Raglan efficient collection of rent allows us to provide better services to our residents and even invest in building new affordable homes. Such a **reduction to a 3.33% arrears level** represents a very good end of year position for Raglan.

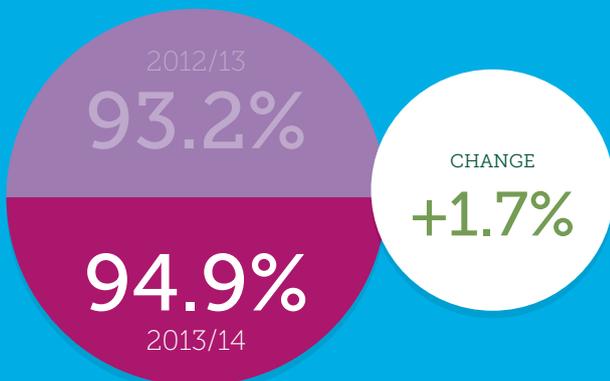


VOID LOSS AS A % OF RENT ROLL

Unfortunately void loss **moved up this year from 1.21% to 1.31%**. Void loss measures how much rent we lose for a property being empty. We aim to fill our properties as efficiently as possible which has resulted in us introducing a new voids process, to further decrease our void loss.



Housemark upper quartile **0.77%**



% OF COMPLAINTS DEALT WITH AT STAGE 1

At Raglan we hope not to have any complaints of our service but when we do, we want to be able to resolve that complaint as quickly as possible. It is therefore positive to see us **resolve more of your complaints at Stage 1**, which ensures we do not have to escalate the problem further through the service.



NEW HOMES COMPLETED

393 was the total number of affordable homes Raglan built for use as shared ownership or social rent units.

ASB URGENT CASES

312 During 2013/14 our specialist ASB team in partnership with local housing officers dealt with **312 urgent ASB cases**. This is our most serious grade of ASB and in total **1,366 ASB cases** were raised throughout the year.